Information Systems Management in the Year 2000

Douglas Tayler
Director of User Research
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Managing Information Systems—Topics

- Historical Framework
- Target for IS Management

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Historical Framework

- Breadth of the Relationship
- Complexity of the Requirement
- Role of the IS Vendor
- Orientation of the Responsibility

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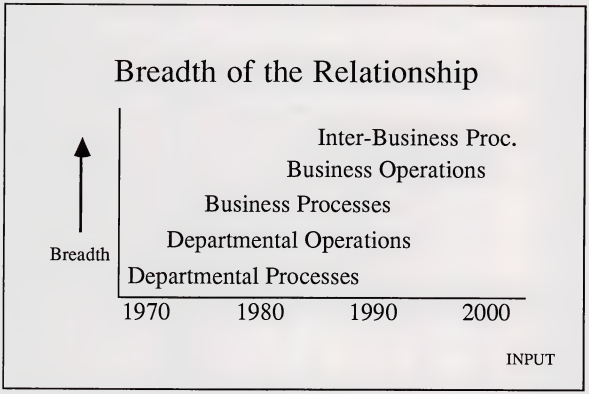

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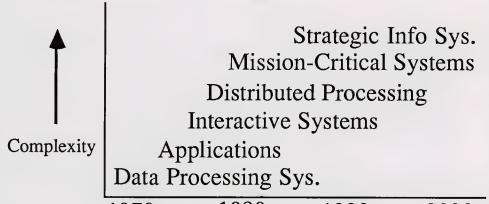
Complexity of the Requirement



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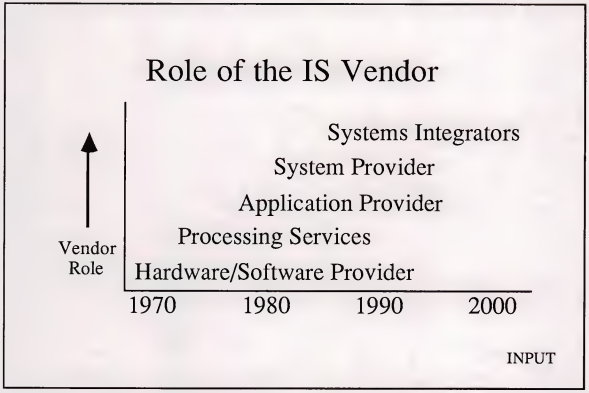

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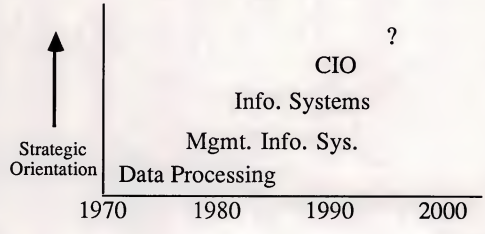
Orientation of the Responsibility



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Information Systems—
Driving Forces

- Bottom-Line Return
- Rapid Response and Development
- Expanding Wealth of Technology
- International Competition
- Unstable Organizational Environment

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Information Systems—Major Issues

- Rising Management Expectations
- User Demands for Increasingly Complex Solutions
- Managing the Technology Investment
- Integration of Data/Technology/ Applications
- Delivery of Mission-Critical Systems

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Information Systems—
Blocking Factors

- Infrastructure Gridlock
- Lack of Qualified Personnel
- Existing Applications Portfolio
- Organizational Response Time

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Target for Information Systems Management 1990s

- Organization
- Network Environment
- Development Environment
- Responsibility Shift to User

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Federated IS Organization

Corporate IS	Unit IS
• Competition	• Customers
• Partnerships	• Business Support
• Standards	• Operating Systems
• Corporate Systems	• Policy
• Corporate Policies	

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Network Environment

Intelligent Workstation =

Window to Information Services

- Local
- Distributed
- Central
- External

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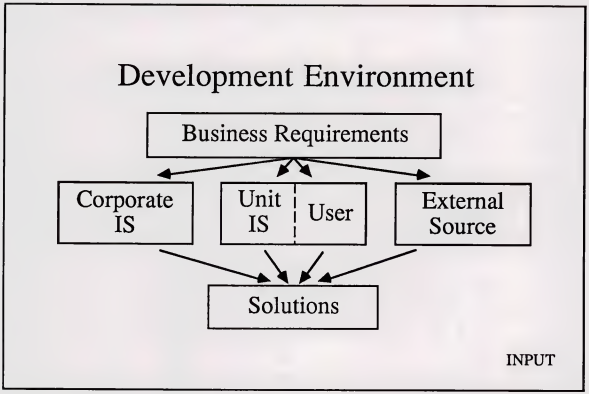

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Responsibility Shift to User

- Manage Tier-Two & -Three Processing
- Do Significant Portion of Application Development
- Manage Tier-Two & -Three Data Bases
- Control Tactical IS Decisions
- Self Satisfy Information Appetite

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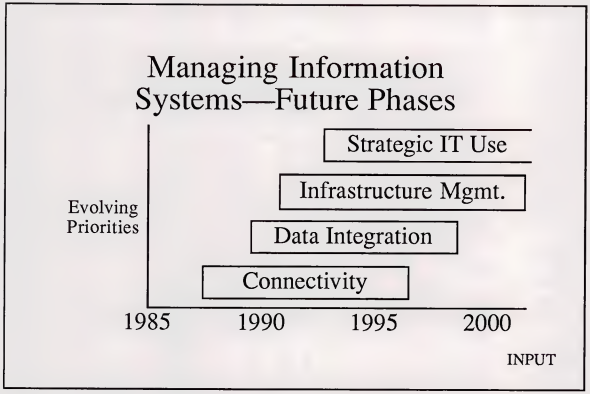

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Corporate Information Systems Primary Responsibilities

- Network and Integration Management
- Data Integration and Management
- Application Architecture and Development Environment

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Corporate Information Systems Primary Responsibilities

- Consulting and Counsel
- Strategic Opportunity Identification
- Competition Monitoring
- Standards, Standards, Standards

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Corporate Information Systems Organization Style

- Smaller
- Expert Based—Technology and Business
- Consulting Style—Information Engineers and Solution Builders
- Marketeers for Technology

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Information Systems Executive

An Internal "Systems Integrator"

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Douglas H. Tayler
Director, User Research
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Douglas H. Tayler is Director of INPUT's User Research activities and manages the Research Services staff. He has 20 years of experience in the manufacturing, distribution, information systems, and information services industries. His involvement in computer technology has ranged from application development to strategic planning and executive management in both information systems user and vendor organizations. He has served as senior information systems executive at three Fortune 500 corporations, and as Vice-President of Product Development and Marketing at Deltak.

Mr. Tayler holds an M.B.A. in business administration and a B.S. in Mechanical Engineering from the University of Michigan.

Information Systems Management in the year 2000

Doug Tayler
Director, User Research
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Managing Information Systems

Topics

* A Historical Framework
* A Target For IS Management

2

Historical Framework

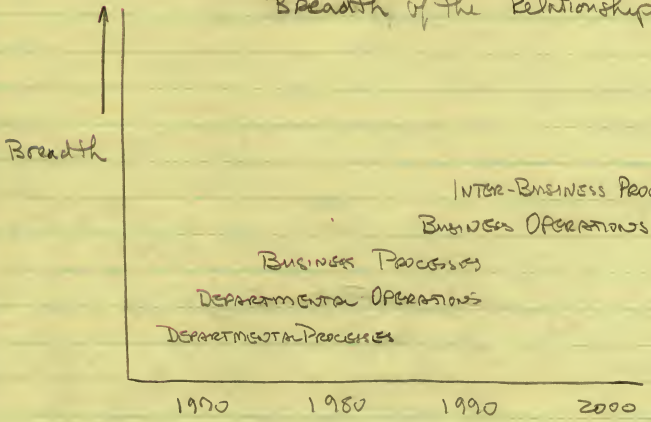
* Breadth of the Relationship
* Complexity of the Requirement
* Role of the IS Vendor
* Orientation of the Responsibility

Breadth of the Relationship

See Attached

~~Managing Information Systems~~

Breadth of the Relationship



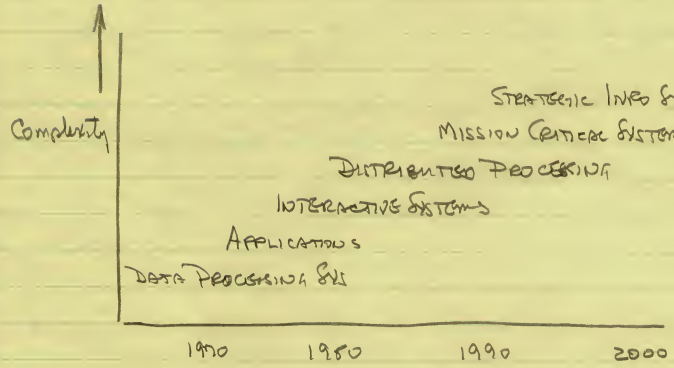
Complexity of the Requirement

See Attached

Managing ~~Information Systems~~

The

Complexity Of Requirement

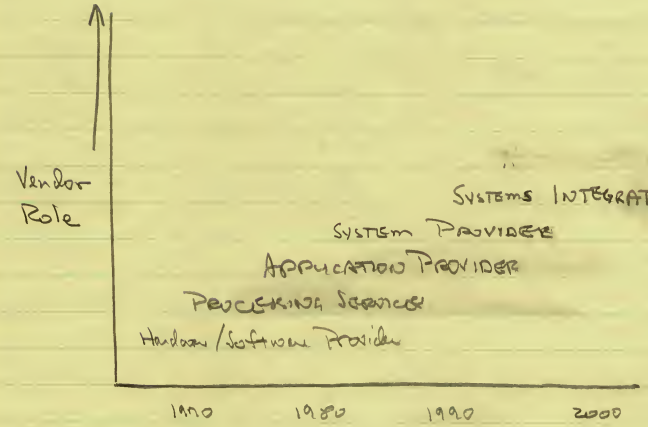


Role of the IS Vendor

See Attached

~~Managing Information Systems~~

Role of the IS Vendor:

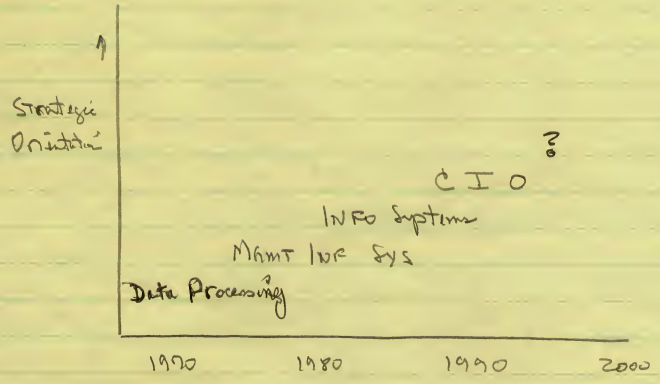


Orientation of the Responsibility

See Attached

~~Dynamics of Information Systems~~

Orientation of the Responsibility



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Information Systems - Driving Forces

* Bottom Line Return
* Rapid Response and Development
* Expanding Wealth of Technology
* International Competition
* Unstable Organizational Environment

8

Information Systems - Major Issues

* Rising Management Expectations
* User Demands for Increasingly Complex Solutions
* Managing the Technology Investment
* Integration of Data/Technology/Applications
* Delivery of "Mission Critical" Systems

Information Systems – Blocking Factors

* Infrastructure Gridlock
* Lack of Qualified Personnel
* Existing Applications Portfolio
* Organizational Response Time

Target for Information Systems Management
1990's

* Organization
* Networks Environment
* Development Environment
* Responsibility Shift to User

Federated IS Organization

Corporate IS	Unit IS
- Competition - Partnerships - Standards - Corporate Systems - Corporate Policies	- Customers - Business Support - Operating Systems - Policy

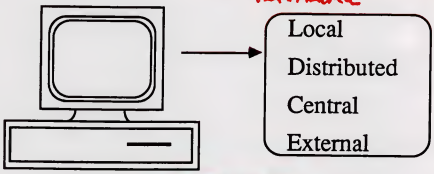
Network Environment

USE USM2-DT4-45

NETWORK ENVIRONMENT

~~Tomorrow's Workstation~~

Intelligent Workstation = Window to ~~[illegible]~~ Services Information



~~Plan for It Now~~

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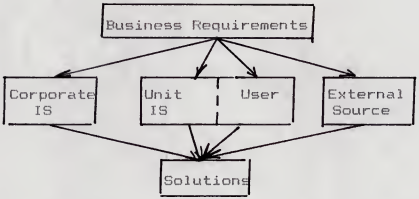
Development Environment



Responsibility Shift to User

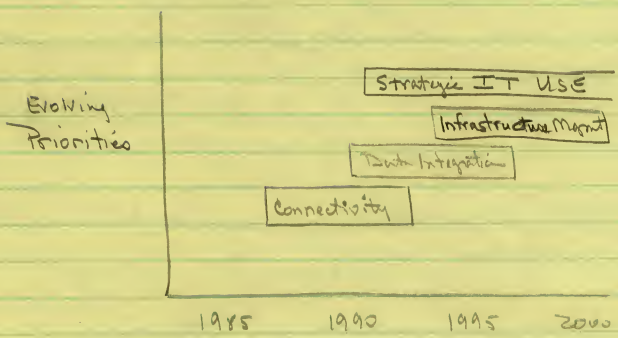
* Mange Processing at Tiers Two and Three
* Do Significant Portion of Application Development
* Manage Tier Two and Three Data bases
* Control Strategic IS Decisions
* Self Satisfy Information Appetite

Managing Information Systems
Future Phases

See Attached

Managing Information Systems

Future Phases



Corporate Information Systems
Primary Responsibilities

* Network and Integration Management
* Data Integration and management
* Application Architecture and Development Environment
* Consulting and Counsel
* Strategic Opportunity Identification
* Competition Monitoring
* Standards, Standards, Standards

Corporate Information Systems
Organization Style

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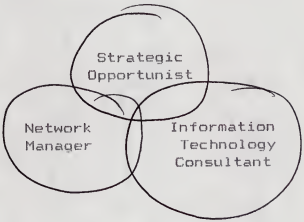
Information Systems Executive